MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2017/2018

BOB2024 – ORGANISATIONAL BEHAVIOUR

(All sections / Groups)

30 MAY 2018
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 2 pages (*including* this cover page) with 4 questions only.

2. Attempt **ALL FOUR (4)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

Question 1

a) Describe the three managerial skills. (5 marks)

b) Analyse how the role of personality influence the employee attitudes and behaviour? (5 marks)

c) Why is it important to study about stress in an organisational behaviour? What are the consequences of stress to an organisation? (5 marks)

d) How do countries differ in their cultures? Elaborate your answer based on Hofstede theory. (10 marks)

Question 2

a) Describe Maslow's five needs of motivation. Using Maslow's concept of motivation, which of the needs is the most important to you? How can your needs be fulfilled? (10 marks)

b) Explain how a job design can influence employee's motivation. (10 marks)

c) Which components of emotional intelligence are most crucial to the organisation? Justify your answer. (5 marks)

Question 3

a) Discuss the different categories of work groups. (10 marks)

b) Explain how downward communication can be used in an organisation. (10 marks)

c) Discuss the concept of power and how it is related to leadership. (5 marks)

Question 4

a) Can we learn leadership through training and education? Discuss. (10 marks)

b) How does downsizing impact the organisational structures and employees? (10 marks)

c) How do individual differences influence negotiations? (5 marks)

End of Page